



Inside Edge Real Estate Inc.

Sales & Property Management
1980 Dominion Way Suite 103
Colorado Springs, CO 80918

Frequently Asked Questions FAQ's

1) How do I report a maintenance problem?

If you need routine maintenance during regular business hours (Monday – Friday 9:00 a.m. – 5:00 p.m.) you may call our office at (719) 599-8134, and report the problem. You may submit your maintenance request at **InsideEdgeRealEstate.com** or you may also fax us a request at (877) 653-9682, email the report: **Info@InsideEdgeRealEstate.com**. To report emergency maintenance needs after business hours and on weekends please call us at (719) 258-9585 and the Property Manager on Duty will be paged. For police or fire emergencies, dial 911 before calling **Inside Edge Real Estate Inc.**

2) Can I be charged for maintenance at the property?

Yes, if the maintenance is discovered to be caused by tenant damage or neglect, you will be charged for it. Also you can be billed for a service call if you miss the appointment.

3) Can I sub-lease the property?

No. The lease agreement clearly states that sub-leasing is not allowed.

4) At move out can I rent a steam cleaner and clean the carpets myself?

No. This item is also addressed in the lease. We will have the carpets professionally cleaned ourselves.

5) Can I get a pet after moving in?

Not usually. Our properties are generally “No Pets” properties. For more information, please contact your property manager.

6) Can I install cable or Satellite TV if the unit is not cable or SAT TV ready?

Yes, however you must first obtain written permission from **Inside Edge Real Estate Inc.** to do so. All costs of cable installation are the responsibility of the tenant.

7) Can I install extra telephone lines?

Yes. All costs of installing extra telephone lines are the responsibility of the tenant

8) Who and when do the air filters get changed?

The Tenants are responsible for changing out the air filters monthly which improves the air quality breathed, the furnace and air conditioner efficiency.

9) Who is responsible for the yard maintenance?

The Tenants are responsible for the appearance and maintenance of the front and rear yards. This includes, but is not limited to weekly lawn mowing, and weed removal.

10. Who is responsible for Winterizing and De-winterizing the sprinkler system?

The Property Management Company will schedule the Winterizing and De-winterizing of the sprinkler system. This is typically done the week after Mother's Day and the first week of October. Tenants shall **NOT** leave a water hose connected to the hose bib during the winter. Any damage caused by this negligence is the responsibility of the Tenants.

11. Do I need to install any felt cushions to the bottom of my chairs?

If the property has hardwood flooring, then the Tenants **MUST** install felt cushions to the bottom of the chairs.

12. What if I lose my post office key?

The Tenant shall be responsible for the loss of any and all keys.

13. Have the locks been re-keyed?

The locksmith will typically contact the tenant 1-2 Business Days after Lease start date to schedule a complete re-key of the exterior locks.

14. Who is responsible for changing out the refrigerator filter?

The Tenants are responsible for replacing all filters in the house, including but not limited to refrigerator filter, range hood, microwave filter, and air filters, humidifier filters.